## Volunteer Rights and Responsibilities Policy

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| **Authority to amend: Board** |
| **Related documents**  *National Standards for Volunteer Involvement* |

ABCD will ensure that the organisation upholds and supports the following rights of ABCD volunteers.

Volunteers/staff have a right to:

* Be interviewed and engaged in accordance with equal opportunity requirements.
* Adequate orientation and training for their volunteer role.
* A statement that clearly outlines their duties (job description).
* Information about the agency’s policies, procedures and objectives.
* Work in a safe environment.
* Receive support and guidance to complete authorised tasks appropriately.
* Have confidential and private information safeguarded within the provisions of ABCD policy.
* Adequate insurance cover.
* Voice queries, concerns and complaints to their supervisor and have access to grievance procedures.
* Negotiated assistance with out-of-pocket expenses for authorised volunteer tasks.
* Participate in evaluation of their performance as a volunteer.
* Say ‘No’, within reason, to requests they feel they would not be able to complete or do not wish to participate in.

ABCD will also ensure that all ABCD volunteers understand and are supported in their responsibilities.

Volunteers have a responsibility to:

* Participate in a co-operative team effort to achieve the goals of the organisation.
* Adhere to policies and procedures of the organisation.
* Fulfil the negotiated commitment to the agency.
* Be reliable and dependable.
* Respect the confidentiality of the agency and client(s).
* Give advance notice when changing circumstances will affect their capacity to volunteer.
* Be non-judgmental and respect the privacy and dignity of others.
* Undertake training as required.
* Be willing to accept positive and negative feedback related to performance.